



# **An EAP Response to JPL's Losses of the 1999 Mars Missions**

Presentation to EAPA  
October, 2001

## ***CHALLENGES TO THE RESPONSE***

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- ☐ Length of the Response
- ☐ Impacted Team Members at different work sites
- ☐ Impact to organization after downsizing
- ☐ Media Coverage

## ***Presentation Objectives***

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- ☐ Explore how Critical Incident Management Techniques for emergency responders can be applied to space mission rescue operations or high performance business missions.
- ☐ Discuss how utilization of multiple modes of communication, such as, electronic, telephone conferencing, and in person can assist the EAP to respond to employees at different geographic locations.
- ☐ Identify how early intervention and collaboration with management can increase the success of the strategies to mitigate workplace trauma.

## *Mars Climate Orbiter*

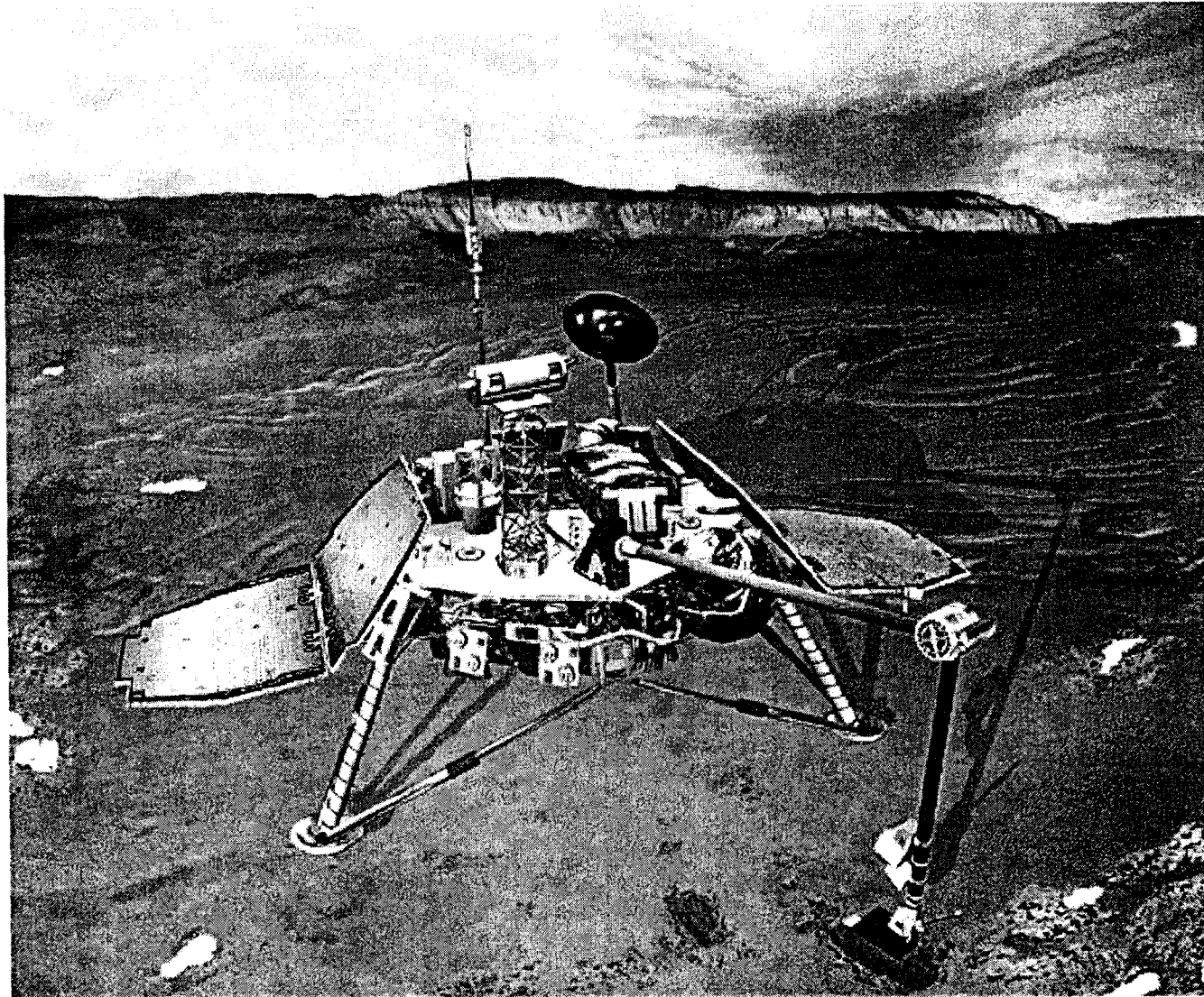
**JPL**



## *Mars Polar Lander*

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**JPL**



## **Goals of Critical Incident Stress Management**



- ☐ Mitigate the psychological impact of a traumatic event
- ☐ Prevent the development of post-traumatic syndrome and/or disorder
- ☐ Identify individuals who may require professional mental health follow-up

### **Primary Interventions**

- ☐ Lessen stigma
- ☐ Prevent isolation
- ☐ Provide professional support

### **Secondary Interventions**

- ☐ Assessment
- ☐ Referral

### **Preventative Interventions**

- ☐ “Stress Inoculation”



## **Factors Which Compound Trauma**

- ☐ Unusual attention from the news media
- ☐ Prolonged and extraordinary expenditures of physical and emotional energy
- ☐ Serious repercussion to individual careers, job status

## ***Communication to Team Leaders***

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- ☐ Services provided by EAP
- ☐ Tips for managers during intense and compacted work projects
- ☐ Symptoms of a distressed employee

## ***Tips for Managers During Intense & Compacted Work Projects***

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- ☐ Rotation
- ☐ Cross training
- ☐ Post project “letdown”
- ☐ Encouragement of wellness
- ☐ Critical incident stress debriefing/meeting
- ☐ Intervention of distressed employee

## ***Communication to Team Members & Their Families*** **JPL**

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- ☐ EAP and Occupational Health Services
- ☐ Self care reminders
- ☐ After the landing

## ***Communication to Team Members and Families***

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- ☐ Rest and recovery
- ☐ What is “Post-traumatic Stress Reaction”
- ☐ Tools for stress for employee and family
- ☐ Reactions individuals may experience

Response from employees, their families, and management indicated that the EAP interventions were beneficial in the following ways:

- ☐ provided a safe, supportive, and confidential service for employees to share their experiences
- ☐ provided employees and their families with information and practical tools which assisted in mitigating the impact of the stress
- ☐ provided a service in which employees and their families expressed an appreciation that they felt the management of the Laboratory truly cared about their well being
- ☐ provided consultation to management and made resources available which benefited the entire JPL community